Document Technologies, Inc:
Using Superior Storage Infrastructure to Power Market-Leading eDiscovery Services and Applications

> "The speeding of every element in our storage environment was critical," Jacobs said. "Our most substantial bottleneck to I/O was the storage device. We looked at several other storage providers, but the performance of the BlueArc was significantly faster, without any price premium."
>
> Kevin Jacobs,
> VP of Technology, DTI

Summary

As a leading provider of electronic data discovery (EDD) services, Document Technologies, Inc. (DTI) gives corporate clients the peace of mind to know that eDiscovery and litigation support needs can be met, even within very tight timeframes. By building a storage infrastructure based on the BlueArc storage solution, DTI is able to process data in a high-performance and scalable manner while supporting the ability to simply and easily run eDiscovery applications like Clearwell for fast insight into data. At the same time, DTI can keep the total cost of ownership (TCO) for data center storage low because BlueArc's solution is easy to manage and does not require many internal resources to administer.

The Customer

DTI is an independent provider of on-site facilities management services and electronic data discovery solutions to leading law firms and corporations nationwide. Combining the expertise and commitment of seasoned industry experts with a full suite of best-of-breed technologies, DTI delivers comprehensive services in all phases of eDiscovery to clients across the U.S.

The Challenge

Corporations and law firms are taking more control of eDiscovery efforts, requiring eDiscovery service providers to find more ways to show value to clients. Service providers must be able to process huge amounts of information, provide expert project management and advice, and offer clients fast insight into data to make better, faster legal decisions. To provide the level of service required, it is critical they have data centers that can scale to handle the large volumes of data that can be required in any particular matter and can process that data quickly and at a low cost and without requiring a huge amount of human labor.

At the same time, service providers face increasing competition and need to provide services cost-effectively. Average eDiscovery processing costs have fallen over the last several years while data volume and complexity have increased, meaning service providers must be able to do more at lower costs. As a result, successful service providers need to take a hard look at their own data centers to make sure the right infrastructure is in place. One of the pillars of the data center is a storage platform that provides high-volume scalability, high throughput, massive processing capacity for millions of small and large files, and supports leading eDiscovery applications such as Clearwell while also remaining affordable.

Document Technologies, Inc.

BLUEARC®

The Solution

As the VP of Technology for DTI, Kevin Jacobs learned first-hand that storage is one of the pillars of an eDiscovery data center. On their legacy storage infrastructure, DTI experienced issues with correctly and effectively extracting metadata during processing operations while keeping up with the workload required to meet clients' demanding timelines. DTI's business was solid, but they acknowledged the risks they would face if they continued with an infrastructure that might not keep up with customer demand. It was stressful to constantly worry whether the data center would be capable of handling more business.

Following a thorough investigation into a variety of network storage solutions from leading and emerging vendors, DTI deployed an active-active Titan 2200 storage system with more than forty terabytes of high performance Fibre Channel storage and forty terabytes of high capacity SATA storage. BlueArc was selected due to the system's high capacity and performance that outstripped competitive offerings from four to ten times in both operations per second and throughput metrics. Featuring a hardware file system, Titan provided DTI the ability to ramp up demand without being bogged down by I/O, enabling the company to tap the full capacity of the existing environment without storage limitations.

For DTI, it was also critical to control the internal costs of managing its data center. DTI considered implementing a storage area network (SAN) as its storage platform, but found that SANs require specialized, dedicated management resources. Such ongoing operations expenses were unacceptable. Network Attached Storage (NAS) solutions are easier to manage and behave just like file systems. As such, DTI's existing IT resources are able to manage the NAS solution, which means no incremental management costs. With BlueArc, DTI is able to get the performance necessary to support clients at a low total cost of ownership (TCO). Many NAS products are really SANs with a NAS front-end and require too much effort to manage. Because BlueArc is a NAS, it is manageable with minimal resources.

DTI finds that BlueArc helps its business in other ways, as well. Because eDiscovery cannot necessarily be predicted and data volumes tend to be high, it is important to DTI that their storage platform be easily expandable. With BlueArcDTI has found that it is easy to have a shared storage environment for processing across multiple data sets and matters. DTI can add storage without doing a forklift upgrade. It is easy to add capacity to the existing system.

For DTI's clients, the goal is to gain insight into potentially relevant electronically stored information (ESI) as quickly as possible. DTI utilizes Clearwell System's eDiscovery application to process and analyze data and present it for review. With BlueArc as the storage foundation, Clearwell can churn through collected data sets quickly and without much set up time. Instead of having to separately process the data, DTI could simply create a share and give the Clearwell application rights to that share. The result for DTI? Meet customer requirements for lightning-fast views of data in compressed timeframes.

Today DTI's planning decisions do not have to re-evaluate the storage platform; the company know it can handle any critical project that comes in, and it is free to concentrate on other ways to increase its value. There is no longer any reason to fear not being able to handle any project.

With the BlueArc storage infrastructure in place, DTI has significantly enhanced its ability to take on new clients and new cases without delay. While processing and storage demands cannot be easily anticipated, BlueArc gives DTI a foundation for gracefully handling peak performance in a way that competitive NAS solutions simply could not.

For more information
• www.bluearc.com
• www.dtiglobal.com